

# capacity\*

\* Interoute's Network Capacity for Tiscali

The diffusion of the Internet caused a revolution on the communication process worldwide. It has changed the nature of relationships (interpersonal, economic and organizational), reshaped borders and distribution processes of knowledge and economic opportunities among social groups and countries. The Internet became associated with an enlarged freedom to access a potentially endless community of interests, resources and locations almost real time. On the other hand, such changes prompted the need for fast and efficient network infrastructure availability.

In this panorama characterized also by the rapid expansion and growth of Internet Providers, the Tiscali Group emerged as one of the most dynamic and fastest growing players. Today it represents one of the main European Internet Communication Companies, providing broadband and narrowband access for consumer and business applications as well as innovative communications services and content. As of 30th June 2004, Tiscali had 7.9 million active users of whom 1.44 million were broadband customers. From its base in Sardinia, Tiscali has become one of Europe's leading Internet Communication companies. In the space of just six years the company has achieved a pan-European presence following a series of carefully targeted acquisitions.

**“The agreement with Interoute has been an important step for the development of our Italian fibre-optic carrier network. We have been able to significantly reduce the costs linked to intermediary fees (to Telecom Italia) and to service maintenance. Moreover, Interoute’s network reliability has enabled us to be unaffected by service disruption problems – Interoute’s (and therefore Tiscali’s) network was completely unaffected by the general electric black-out that took place 28th September 2003 in Italy lasting almost 12 hours”**

Andrea Podda,  
Tiscali Italia CTO, July 16th 2004.

## A customer tailored solution

Tiscali’s innovative business model was to provide Internet access free of charge and the company aimed to be the European Internet Company that made the Internet more accessible. The group’s success has also been based on its willingness to lead the battle against monopolies, making Tiscali the first operator to launch free internet access in Italy and subsequently across Europe. With the same challenger approach, Tiscali is today in the front line to promote broadband market deregulation in Europe.

In 2002 Tiscali needed to create a new Italian fibre-optic carrier network extending approximately 6,600 kilometres in order to ensure coverage throughout Italy. The development of the new backbone in Italy was part of the strengthening of its entire international backbone and aimed to take advantage of the new upcoming opportunities of the TIC market. At the same time, Tiscali needed to meet the ever-growing requirements of broadband technology. Tiscali’s quest for pervasive and efficient network capabilities was made easier by the presence of Interoute, owning and operating Europe’s largest and best connected voice and data network.

Interoute’s solution was a customer tailored offer: a dark fibre network of 1850 kilometers connecting 18 POPs (Points Of Presence) in 12 regions of central-North Italy, delivered within three months. The agreement enabled Tiscali to concentrate on its core mission and growth strategy while Interoute managed the backbone requirements related to the maintenance of the cable.

## Reliability

The agreement signed in April 2002 will cover a period of 15 years. Tiscali’s satisfaction for this ongoing partnership is due to Interoute’s extensive geographical coverage throughout Italy and Europe, it’s reliable proprietary network and Service Level Agreements, as well as a willingness to work in a true partner relationship. Indeed, Interoute’s network and services combined with its customer-oriented approach, explain why it has been chosen by all major incumbent operators and by the majority of Alternative Network Operators in Europe.



Italy  
Interoute  
Via Cornelia, 498  
00166 Roma  
Italia  
Tel +39 06 61 52 401  
Fax +39 06 61 52 40 99  
Web [www.interoute.com](http://www.interoute.com)  
Email [italia@interoute.com](mailto:italia@interoute.com)

United Kingdom  
Interoute  
Walbrook Building  
195 Marsh Wall  
London E14 9SG  
Tel +44 20 7025 9000  
Fax +44 20 7025 9854  
Web [www.interoute.com](http://www.interoute.com)  
Email [info@interoute.com](mailto:info@interoute.com)

July 2004  
This information was correct at the time of going to press. However, because of the rapid growth of Interoute and Tiscali, details are likely to change.  
Bite 524

## Interoute network

